Patient Experience

Considering purchase of a touch measurng machine for patients after their appointments.	Still in discussion phase

Patient Access

2 Definitions of Access	1. Is there a clinic with in reasonable distance from their house or job. 2. Is there a third party to pay for the medical care.	Have problems in Landcaster/Palmdale, Malibu and Catalina Island. Prior to ACA had more issues. Orthopedics was a major issue. Has improved since ACA
Must think outside of just Health Care	Transportation by buses	Bus Routes and fares need to be thought out.
	How do Homeless or transient clients get their health care appointments.	Need to check with homeless organizations to see how this is handled currently.
e-Consult	Designed to deliver recommendations for care electronically	Currently used to referral patients for appointments. Some specialists are concerned that they can not examine the patient.
Sheryl Spiller, Director DPSS Health Deputies report 10/6/2015	20% of Medical cases get disconitinued due to non renewal. Increased work for employees. Disruption in continuity of care for patients.	6/23/2015 Preliminary injunction due to beneficiaries not being properly advixed on what to do to avoid discontinuing Medi-Cal. 7/9/2015 State issued intructions to stop this practice. Medi-Cal receipients now get a 90 day notice with instructions to renew.
SB 75	Full scope Medi-Cal benefits to undocumented children under the age of 19 if they are otherwise eligible	Start date: 5/1/2016. DPSS received additional funding for FY 15-16 to hire as well as fill vacant positions.
Update	Dr. Nina Park gave one Jan. IAB meeting	

Electronic Health Record

ORCHID	Online Realtime Centralized Health Information Database	DHS, now moving to DPH. Go Live schedule for the summer.
ORCHID	Rancho Los Amigos Go Live is 3/1/2016	Has been one of the smoothes introductions for Cerner. Still have refining of soft ware to do.
DMH	Electronic Health Record being re-evaluated	
Lanes Project	Go Live schedule for May. Met with Kevin Lynch, DHS CIO	Have contracted with HIE service. (Health Information Exchange). See diagram

PATIENT EXPERIENCE, ACCESS AND EHR: REPORT TO IAB,

Fran Todd, PNP, DPA

February 24, 2016

PATIENT EXPERIENCE

- Report from Dr. Nina Parks, IAB meeting in January 2016
  - Will be listening in on this committee's phone calls.

- DHScConsidering purchasing of a touch machine to measure patient's experience as they leave the County facility: 3 levels.
  - Still in discussion phase
  - Could also be used to have employees evaluate their day as they leave

PATIENT ACCESS

- 2 Definitions:
  - Is there a clinic with in reasonable distance?
    - Problems in Antelope Valley, Malibu, Catalina Island
  - Is there a 3rd party that can pay for the visit?
    - Ortho has always been a problem due to payment
    - Should be better with ACA
- Must think outside of health care
  - Use of buses, trains and other transportation

PATIENT ACCESS

- Sheryl Spiller, Director, DPSS, Health Deputies Report 10/6/2015
  - 20% of Medi-Cal is discontinued due to non renewal. Increased work for employees and disruption of care for patients
  - 7/9/2015 State issued instructions to stop this practice. Medi-Cal receipients now get a 90 day notice with instructions
- SB 75
  - Full Scope Medi-Cal benefits to undocumented children under 19 years if otherwise eligible.
  - 5/1/2016 Start date
  - DPSS received additional funding for FY 15-16 to hire personnell

ORCHID

- Will be expanding to DPH. Unclear when due to facilities issues.
  - Some clinic older construction. Need more electricity and cooling for equipment.
  - One of the reasons that Harbor UCLA was first to Go Live.
- Rancho Los Amigos Go Live 3/1/2016
  - Last facility to Go Live
  - Will still need to polish and refine the ORCHID. (e.g. OB has 129 items of history for the intake RN to document, on 3 different screens.
- DMH is being re-evaluated
- Lanes Project Go Live 5/2016